

Voicemail User Guide

Accessing Your Mailbox

Dial *318 to access your voicemail at home or the office. To access your voicemail away from home or the office dial the local number for your area listed below:

Chatom, Deer Park, Fruitdale....847-0500
Frankville, Millry, Silas846-0500
Gilbertown.....843-0500

Setting Up Your Mailbox

When you sign in for the first time, you must set up your mailbox. This can only be done from the phone that is registered with your voicemail system. First-time sign-in involves three steps:

- Creating your PIN.
- Recording your greeting.
- Recording your recorded name.

You may skip first-time sign-in once by pressing the * key twice, but after skipping it once, you must complete all three steps the next time you dial in to your voicemail box. The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

You can end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.

Changing Your PIN

To secure your account, you must set up a new PIN. You are first prompted to enter a new PIN, and then you are asked to confirm it by re-entering it.

This is a very important step in keeping access to your mailbox private. You should enter your new PIN the first time you access your new mailbox.

Your PIN can be changed at any time by selecting Option 4 (Mailbox Settings) from the Main Menu, then selecting Option 3 (Security Settings).

Main Menu

The Main Menu allows you to access the functions of your mailbox. When you enter the Main Menu, you hear a welcome message, then a summary of the messages in your mailbox.

The following options are available to you:

- **To listen to your voice messages, press 1.** Please note that if you do not have any messages, you will not hear this prompt at the main menu.
- **To send a message, press 2.** To use this option, the person you are sending the message to must also subscribe to Millry Communications voicemail service.
- **To work with your greetings, press 3.** This option allows you to select the type of greeting you want your callers to hear. You can also review or re-record your greeting and name using this option.
- **To change your mailbox settings, press 4.** This option allows you to change your mailbox settings, such as your PIN, and other options that help you save time while using your voicemail system.
- **To get your deleted messages, press 6.** After you have erased a message, you can still play, restore, reply to, and forward the message until you disconnect from your mailbox.
- **To leave mailbox, and login as another user, press 7.** You may have more than one voicemail account (for example, separate home and business accounts). If this applies to you, voicemail allows you to log into another account without the need to hang up and dial in again. To do this, press 7 while you are at the Main Menu.
- **For HELP, press 0.**
- **To exit the menu, press ***

Extended Menu Tree

Main Menu

1. Get Messages

You will not hear this option if there are no messages.

2. Send a Message

To another Voicemail Subscriber or Group List

3. Work with Greetings

1. Set up or re-record a personal greeting
 3. Select a system generated greeting or change recording of your name
 1. Choose a type of system greeting
 2. Review or re-record your name
- * Exit

4. Change Mailbox Settings

1. Work with Group Lists *(For messages to other Voicemail subscribers)*

1. Assign group number
2. Record group name
3. Add mailbox number to list

2. Time Saver Options

1. Change auto play settings
2. Change settings for urgent messages
3. Change voicemail preferences
 1. Change time/date stamp
 2. Change body preference

* Exit

3. Security Options

1. Change PIN
 2. Change fast login feature
 3. Change skip PIN feature
- (Note: Fast login feature must be turned on to use the skip PIN feature.)*

5. Notification Options

Activate / Deactivate message waiting indicator

6. Additional Settings

Activate / Deactivate Marketing Broadcast

* Exit

6. Get Deleted Messages

7. Leave mailbox, log on as another subscriber

0 Help

* Exit

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Security Options

To change the security features of your account, from the Main Menu, press 4 (Change Mailbox Settings), then select option 3 (Security Options).

From the Security Options menu, you can

- **Change your PIN**

To change your PIN, press 1 from the Security Options menu.

- **Activate or deactivate the fast login feature**

When you log into your account from another phone, such as a hotel phone or public payphone, you are asked to enter your telephone number and PIN. By default, if you are dialing in from the phone with which the account is associated, you do not have to enter the telephone number before entering your PIN. This feature is known as Fast Login.

If you prefer, you can set your account such that you must always enter the telephone number, no matter which phone you are using.

To change whether or not you use the Fast Login feature, press 2 from the Security Options menu.

- **Activate or deactivate PIN skipping.**

Usually when entering your mailbox, you need to enter your PIN. However, it is possible to set up your mailbox so that you can enter it without using a PIN when calling from your own telephone. This feature is called Skip PIN.

This feature saves time, but significantly reduces the security of your account. It means that any person with access to your phone will be able to listen to your voicemail messages, and to assume your identity when sending messages.

If you want to change whether or not you need to enter your PIN at login, press 3 from the Security Options menu.

(Note: You must have the fast login feature activated to use the Skip PIN option.)

Changing Mailbox Settings

The Mailbox Settings Menu allows you to change your mailbox settings, such as your PIN, and other options that help you save time while using your voicemail system.

You can reach the Mailbox Settings Menu by pressing 4 from the Main Menu. The menu is presented as a list of options with brief descriptions.

Time Saver Options

AUTO PLAY

By default, your account is set to play the main menu after you log on. Autoplay allows you instead to go directly to your messages as soon as you enter your mailbox. It is described as a hands-free feature, because you do not have to press any buttons to hear your messages.

To change your AUTO PLAY Option from the Main Menu select Option 4 (Change mailbox settings), then Option 2 (Time Saver Options).

From the Time Saver menu:

- if you want to change the autoplay settings of your standard messages, press 1
- if you want to change the autoplay setting of your urgent messages, press 2.

VOICEMAIL PREFERENCES

The time and date of each message is always recorded when someone leaves a message for you. This information is called the message header. You can choose whether the message header is played before each message.

If you wish, you can also prevent the content of your messages from being played automatically. This content is called the message body.

From the Timesaver menu, to change whether or not the message headers or bodies are played for your voicemails, press 3. An announcement states whether the message header or body are set to play.